

CL-10458392-1110

NVS-220

MAY - 9 2012

April 30, 2012

National Consumer Affairs Division
Infiniti Division,
PO Box 685003
Franklin, TN 37068-5003

Dear Infiniti Consumer Affairs,

In January of 2010 my Infiniti QX4 started pulling hard to the left. I took it to Willis Auto Campus in Clive Iowa, an Infiniti dealer. They advised me that the Strut tower was rusted, that repairs would be several thousand dollars (\$4-5,000) and in their opinion, not worth it. Otherwise, it was in perfect condition.

As the vehicle was unsafe to drive I had it junked. I feel that since the damage to the vehicle was due to a manufacturer defect I am due additional compensation.

I have attached my dealer receipt from when they looked at the vehicle.


Des Moines, IA 


cc: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

NH
05/01/2
Dw



Consumer Affairs
P.O. Box 685003
Franklin, Tennessee 37068-5003
A Division of Nissan North America, Inc.

Wesenberg, J.D.
P.O. Box 7625
Des Moines, IA 50323-7625

FOLLOW-UP OWNER NOTIFICATION (salt states)

Dear Infiniti owner:

This second notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect that relates to motor vehicle safety exists in some 1997-2003 model year Infiniti QX4 vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN printed below.

Reason for Recall

Infiniti recently discovered that, in certain instances, in states where heavy concentrations of road salt are used in the winter the front driver's side strut tower housing can develop corrosion that may cause strut tower housing damage. In certain cases this may allow the strut tower housing to contact the steering column. This would create noise and a noticeable difference in steering effort. If not addressed, this may lead to steering system damage and possibly brake line damage, which could result in a crash.

In the states listed below where there is heavy use of road salt in the winter and corrosion is likely to occur, the retailers will inspect the strut housing and determine the appropriate remedy outlined below.

Connecticut	Indiana	Massachusetts	New Hampshire	Pennsylvania	Wisconsin
Delaware	Iowa	Michigan	New Jersey	Rhode Island	
District of Columbia	Maine	Minnesota	New York	Vermont	
Illinois	Maryland	Missouri	Ohio	West Virginia	

According to our records, your vehicle is currently registered in one of the states listed above.

What Infiniti Will Do

In the states shown in the table above, where there is heavy use of road salt in the winter and corrosion is likely to occur, the retailer will inspect the strut housing and perform the following:

- If no corrosion or only minor surface corrosion is present, an anti-corrosion sealant will be applied.
- If moderate corrosion is present, resin patches will be applied in addition to the sealant.
- If there is evidence of more significant corrosion, a metal reinforcement plate will be used to reinforce the strut housing assembly.

The repair will vary based upon the remedy required. In rare instances where it is impossible to repair the vehicle, Infiniti will provide an appropriate remedy.

What You Should Do



2121 N.W. 100th Street
Des Moines, Iowa 50325-5348

515-253-9600
1-800-373-1836

www.willisautocampus.com

CELL: [REDACTED]

CUSTOMER NO. 3033	ADVISOR CHRIS MUSSELMAN	7211	TAG NO. 675	INVOICE DATE 02/12/10	INVOICE NO. INCS530858
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 199,360	COLOR SILVER/	STOCK NO.
DES MOINES, IA [REDACTED]	YEAR / MAKE / MODEL 01/INFINITI/QX4/4DR SUV			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. J N R D R 0 7 Y 2 1 W [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/12/10		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: 199360

JOB# 1 CHARGES

LABOR
J# 1 01INZ0004 G-TIRE TECH(S):7511 INTERNAL
G-TIRE
THANKS FOR CHOOSING WILLIS FOR YOUR AUTOMOTIVE NEEDS

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX INCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 01INZ0003 MUTLI POINT INSPECT TECH(S):7511 INTERNAL
MULTI POINT INSPECTION
COMPLETE MUTLI POINT INSPECTION
THANKS FOR CHOOSING WILLIS FOR YOUR AUTOMOTIVE NEEDS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX INCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 10INZ001 ENGINE LEAKS OIL TECH(S):7511
CUSTOMER STATES THAT ENGINE IS LEAKING OIL
OIL COOLER SEALS, EST. \$155.00 + TAX AS NOTED ON LAST RO.
DID NOT PERFORM WORK DUE TO SEVERE PROBLEMS ON JOB
4

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX INCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

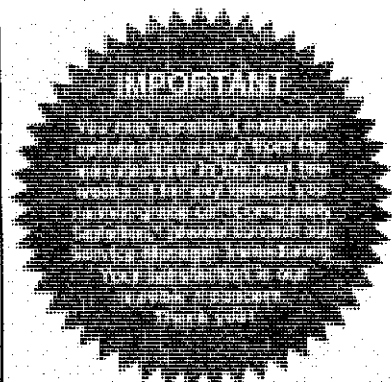
LABOR
J# 4 06INZ001 SUSPENSION NOISE TECH(S):7511
CUSTOMER STATES THAT FRONT SUSPENSION IS MAKING NOISE
METAL TO METAL SOUND WHEN HITTING BUMPS ETC.
CAN HEAR IT ALOT WHEN THERE IS A DROP OFF IN THE ROAD LIKE
CRACKS ETC.
L.F. STRUT TOWER IS RUSTED OUT, L.F. IS SAGGING.
THIS PULLS THE ABS WIRING APART ON THE LEFT FRONT AND
WILL CAUSE A PULL.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX INCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
J# 5 04INZ003 CHECK WHEEL ALIGN TECH(S):179 0.00
CUSTOMER REQUEST TO CHECK WHEEL ALIGNMENT
DO IT IF NEEDED SEEMS TO PULL LEFT.
SEE JOB 4



Thank You

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.



2121 N.W. 100th Street
Des Moines, Iowa 50325-5348

515-253-9600
1-800-373-1836

www.willisautocampus.com

CELL: [REDACTED]

CUSTOMER NO. 3033	ADVISOR CHRIS MUSSELMAN 7211	TAG NO. 675	INVOICE DATE 02/12/10	INVOICE NO. INCS530858
DES MOINES, IA	LABOR RATE [REDACTED]	MILEAGE 199,360	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 01/INFINITI/QX4/4DR SUV		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. JNRDR07Y21W		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/12/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MO: 199360		

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX INCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----
J# 6 09INZ001 ABS WARNING LIGHT ON TECH(S):7511
CUSTOMER STATES THAT ABS WARNING LIGHT IS ON
JUST CAME ON THIS WEEK.
WIRES ARE PULLED OUT OF L.F. WHEEL SENSOR
FROM RUSTED STRUT TOWER.

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX INCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----

LABOR-----
J# 7 99INZ003 *** RENTAL *** TECH(S):179
CUSTOMER REQUEST RENTAL CAR
DATE OUT 2-12-10
DATE IN 2-12-10
LOANER #181V

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	MF-INF	RENTAL MAINTENANCE FEE - INFINITI		10.00
			TOTAL - MISC	10.00

JOB# 7 TOTALS-----

MISC 10.00

JOB# 7 JOURNAL PREFIX INCS JOB# 7 TOTAL 10.00

COMMENTS-----

RENTAL
37594

TOTALS-----

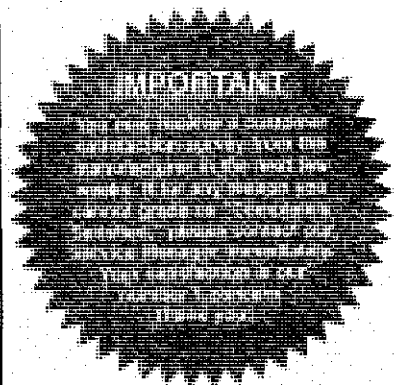
REPAIRS CARRY A 12 MONTH / 12,000 MILE WARRANTY.
EXCEPTIONS: * GOODWRENCH LIFETIME GUARANTEE, LEXUS,
12 MONTH - UNLIMITED MILEAGE GUARANTEE

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 10.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE



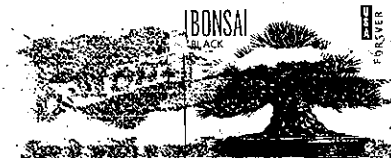
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Des Moines IA

DES HOMMES IN 500

30 APR 2012 PM 11



Administrator
National Highway Traffic Safety Adm.
1200 New Jersey Avenue SE
Washington D.C 20590

20590

